



Employment Announcement Housing Navigator

I. JOB SUMMARY:

The Housing Navigator will identify and build rapport with persons experiencing homelessness and will assist clients in breaking the cycle of homelessness by rapidly obtaining permanent housing and accessing necessary social services. The Housing Navigator will assist clients in locating and securing permanent housing as quickly as possible through outreach to landlords, property managers, realtors, public housing authorities, and permanent/supportive housing providers. The Housing Navigator will provide individualized client support by helping each client develop an individualized service plan to address any barriers to obtaining and maintaining permanent housing. The Housing Navigator will provide administrative support by collecting data, producing reports, and coordinating the program's expenses. The Housing Navigator will participate in various Broward County Continuum of Care Committee meetings as a representative of Broward Partnership. The Housing Navigator understands that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Conduct initial housing assessments for clients who are eligible for rapid re-housing interventions.
2. Conduct research, outreach, education and public relations to build a pool of landlords and property management companies willing to rent to clients.
3. Help clients identify potential neighborhoods where they wish to live, conduct housing searches, and negotiate with potential landlords on behalf of the clients.
4. Establish and maintain relationships with landlords, property management companies, realtors, public housing authorities, and permanent/supportive housing providers.
5. Work directly with program and administrative staff to process all rapid-re-housing payment requests. Ensure that all payments are processed and submitted on time.
6. Work collaboratively with housing case managers and other service providers to assist clients as needed during their move into permanent housing. Such assistance may include accessing rental assistance funds, moving costs, donated furnishings, and other basic household items.
7. Maintain and update data tracking systems for rapid re-housing programs. Prepare monthly outcome and service activity reports.



8. Conduct inspections of potential housing units where clients will reside.
9. Provide tenant education including: tenant rights and responsibilities, housing discrimination and communication with landlords.
10. Maintain a regular and open line of communication with landlords in order to assess the landlords' satisfaction with the programs and address any questions or concerns that landlords may have.
11. Document and maintain up-to-date information on services provided to clients in the Homeless Management Information System (HMIS), the electronic health records system, and in hardcopy files.
12. Participate instaff meetings and attend trainings as assigned.
13. Respond to complaints from landlords and clients related to housing conditions and provide mediation as needed.
14. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions given by their supervisor, subject to reasonable accommodations.

III. AGENCY EXPECTATIONS OF EMPLOYEE:

- All employees are expected to adhere to Agency Policies and Procedures.
- All employees are expected to dress appropriately and professionally.
- All employees are expected to attend required and/or assigned Agency trainings.
- All employees are expected to be courteous, polite and friendly both to our clients and to their fellow employees.
- All employees are expected to consistently report to work on time prepared to perform the duties of their position.

IV. QUALIFICATIONS:

Education/Experience: Bachelor's degree from an accredited school in social work or related field, with at least two years of related experience and or working in the field of homelessness. Experience if appropriate, may substitute education requirements. Effective verbal and written communication skills. Proficient use of computer software, excellent time management, the ability to effectively resolve and cope with immediate conflict and or crisis situations; the ability to develop relationships with a wide variety of housing stakeholders. Must possess a valid Florida driver's license and safe driving record.



V. WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Housing Navigator works in settings of Broward Partnership, including offices, classrooms, and group rooms, as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as a representative of Broward Partnership.

Please e-mail cover letter and resume to: careers@bphi.org and include the job title of “Housing Navigator” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.